



# Documentation in the cloud

Spider; Wednesday 23 January 2012

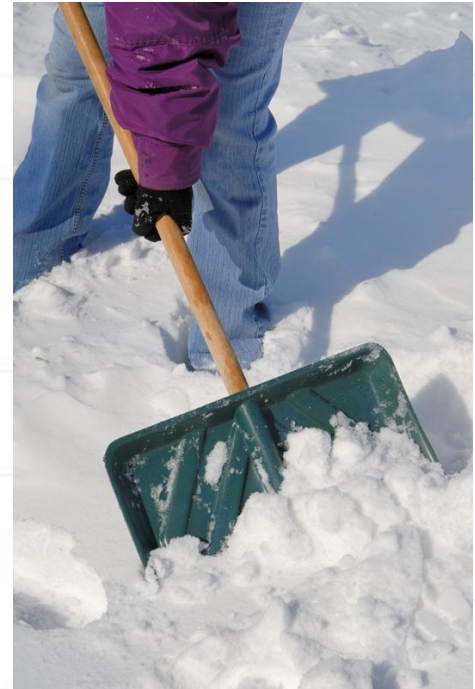
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# Documentation is...

- Never read it
- Not up to date
- Somewhere on SharePoint
- Written in Chinglish
- Which version
- Outdated
- A lot of work



# Tool choices



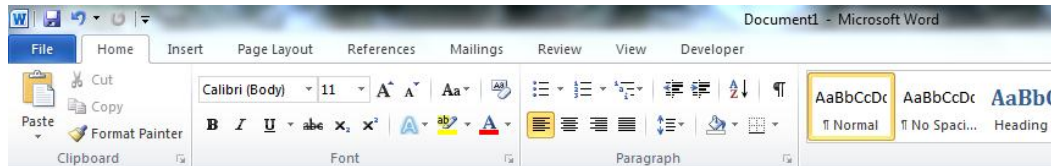
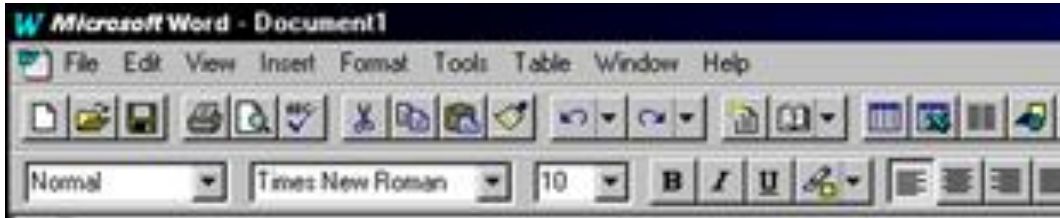
# Documentation generations

1<sup>st</sup> gen

traditional



# Word



It looks like you're giving a presentation! Would you like some help?

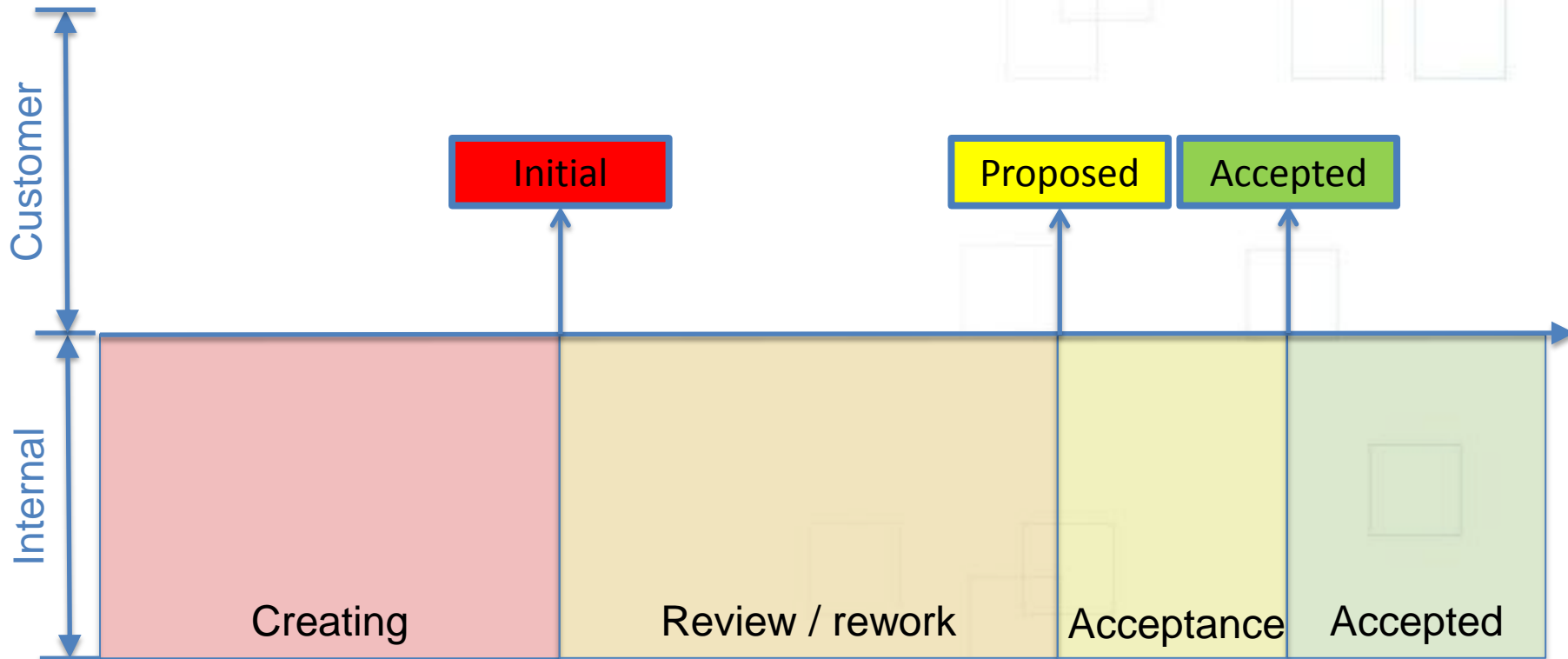
- Yes, paper clips know all about presentations
- No, just let me sit here wiggling my eyebrows



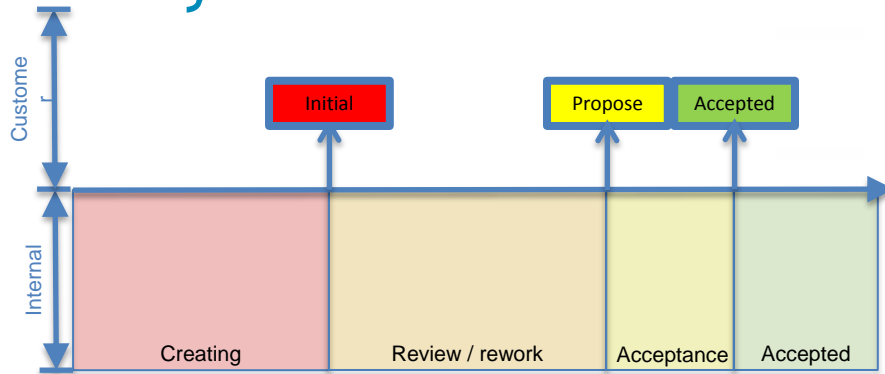
.doc

.docx

# Why traditional documentation fails...



# Why traditional documentation fails...



lead time



searching



reviewing



hard work

# Documentation

1<sup>st</sup> gen

traditional



2<sup>nd</sup> gen

wikis





How does it work?

[edit]

*Type*

Save



WIKIPEDIA  
*The Free Encyclopedia*

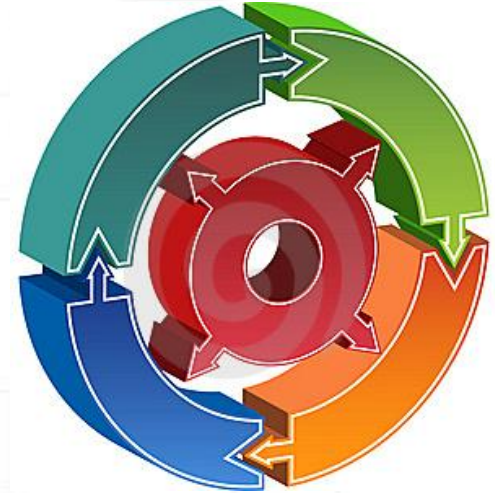
# How reliable?



author



institution



process

## Corporate setting? *My story...*

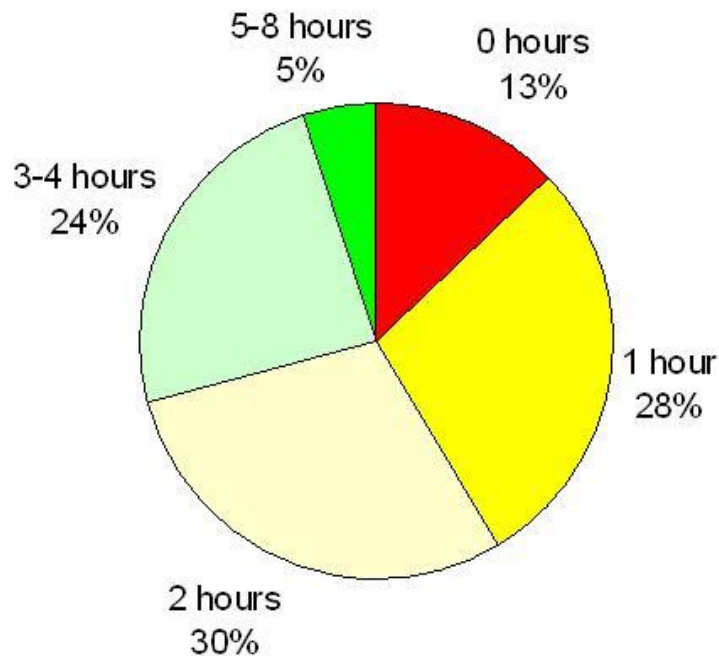


# Time saving

How many hours per week does the wiki save you?

(compare work now to if there was no wiki)

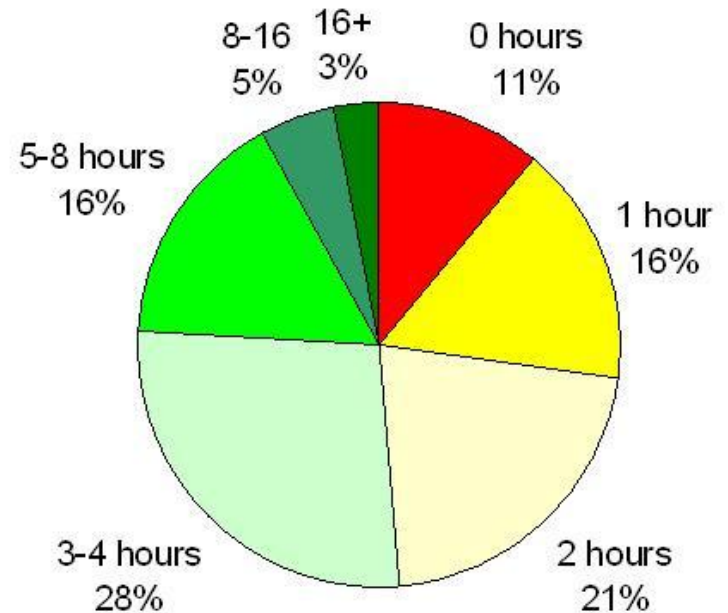
2009



2009 average time saved by wiki:

2 hours / person / week

2011



2011: 4 hours

## Money saving

Unit	Minimum	Maximum
Hours / week	2	4
Number of users	4000	6000
Cost / hour	€50	€100
<b>Total</b>	<b>€20M</b>	<b>€115M</b>

## Sequelitis - Mega Man Classic vs. Mega Man X (YouTube)









What was that about?

Select boilerplate

Basic new page ▼ Load

[Rich Editor] [Open Rich editor in new window]

**B**  Ab  **A**   $\sqrt{n}$     U str

# Introduction

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# Documentation

1<sup>st</sup> gen

traditional



2<sup>nd</sup> gen

wikis



3<sup>rd</sup> gen



## Seth Priebatsch - The game layer on top of the world (TED)



# Documentation

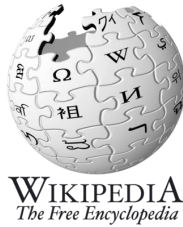
1<sup>st</sup> gen

traditional



2<sup>nd</sup> gen

wikis



3<sup>rd</sup> gen

Q & A / gaming



# Documentation

1st gen

traditional



2nd gen

wikis



3rd gen

Q & A / gaming



4th gen



TIME

IT'S PEOPLE WHO DRIVE TECHNOLOGY

# Documentation is...



1<sup>st</sup> gen



2<sup>nd</sup> gen



3<sup>rd</sup> gen



4<sup>th</sup> gen

- A. Which generation of tool are you using?
- B. Which is best for you / your company?
- C. If A <> B, then how A => B?

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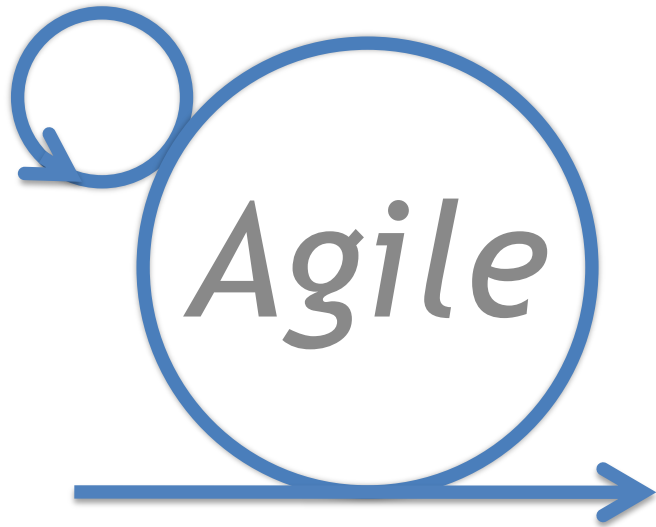
# Backup slides

# Links

1. [Wikipedia](#)
  - a. [Recent changes](#)
2. Videos:
  - a. [Sequelitis : Mega Man Classic vs. Mega Man X](#)
  - b. [Seth Priebatsch: The game layer on top of the world](#)
3. [Stack Overflow](#)
  - a. [Area 51](#)
  - b. [Meta](#)
  - c. [Is Stack Overflow a Wikipedia done right?](#)
  - d. [What are the other three “game dynamics”?](#)
  - e. [SCVNGR's Secret Game Mechanics Playdeck](#)

# Mark Robinson

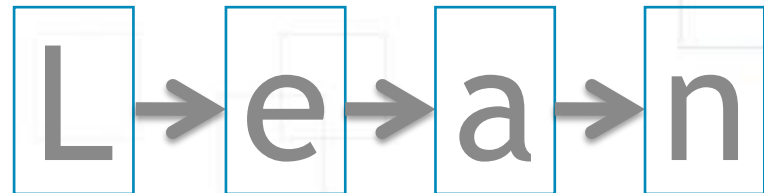
## Waste reduction



Wikis [edit]

**TIME**

1	2	1	2
K	a	b	a
	n		n



IT'S PEOPLE WHO DRIVE TECHNOLOGY